Appendix D

Preparing to Call the FASTDATA Help Desk

Appendix D contains a Precall Checklist and Precall questionnaire. Use the checklist and questionnaire to prepare yourself before you actually contact help desk personnel.

Precall Checklist

If you or one of your site users encounters an error while using the FASTDATA Site Module, use the following procedures to try to resolve the problem before contacting the FASTDATA Help Desk. Although Appendix C addresses specific troubleshooting techniques, there may be times when you cannot resolve a problem without additional assistance. This appendix contains recommended procedures to follow prior to calling the Help Desk.

- Check your system and ODBC configurations for the correct FASTDATA Site Module configuration. Most memory and database errors are caused by improper configuration of the FASTDATA environment.

- Ensure adequate memory is available. Select **Properties** on **My Computer**, or run the DOS **MEM** command and verify at least 64 MB of memory is installed.

If the problem still exists, gather the information on the following Precall Questionnaire before calling the Help Desk. The information on the form is necessary to assist you in resolving your problem. After you have completed the checklist and recorded the appropriate information, call the Help Desk number. Refer to the last page of Chapter 2 for information on contacting the Help Desk.

Precall Questionnaire

Prior to calling the FASTDATA Help Desk, record your answers to the following questions. With this information in hand, the Help Desk staff may find an answer to your question or problem more quickly.

1. What version of the FASTDATA Site Module are you running? (The version number is found on the Login window or on the About window that opens from the **Help** menu.)

2. What version of Windows are you running? (Locate this information by selecting **Properties** on **My Computer** or by typing **WINVER** at the command or DOS prompt.)

3. How much free disk space exists on all FASTDATA drives? (Locate this information by selecting **Properties** on the disk icon in **My Computer** or by typing **CHKDSK** at the DOS prompt.)

4. How much RAM do you have? (Locate this information by selecting **Properties** on **My Computer** or by typing **MEM** from the DOS prompt.)

5. What is the date of your last BACKUP? (This information should be written on your backup disks or tape.)

6. What type of computer are you using?

7. From the last time FASTDATA ran successfully, have any changes been made to your computer; for example, software addition/deletion, video card replacement, printer change?

8. Can you reproduce the error?

9. If you can reproduce the problem, write down the exact steps that led to the problem.

10. What were you attempting to perform when the error occurred?

11. What was the sequence of events leading to the error?

12. What is the exact error message?

13. What is the exact error code, if any?

14. What program name, if any, was displayed with the error?

15. What line number, if any, was displayed with this screen?

16. What corrective actions have been attempted?